

MADERA COUNTY

DIRECTOR OF CHILD SUPPORT SERVICES

DEFINITION

Under general administrative direction, to plan, manage, supervise, direct, and coordinate the functions of the Department of Child Support Services; to formulate and enforce policies and procedures governing the operations of the Department; to review, develop and initiate the programs designed to maximize the effectiveness of child support enforcement activities; and to do related work as required.

SUPERVISION EXERCISED

Exercises direct and indirect supervision over staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Manages, supervises, and coordinates the functions and operations of the Department of Child Support Services; develops and implements goals, objectives, policies, and priorities for the Department; recommends to the Board of Supervisors the provision of services, establishment of facilities, and other matters necessary or desirable in accomplishing the purposes of the Department; selects, directs, supervises, trains, and evaluates assigned staff; identifies opportunities for improving service delivery methods and procedures; develops and administers an assigned budget, prepares budget requests, and controls expenditures; coordinates assigned services and activities with outside agencies and organizations; directs the preparation of reports; assesses and recommends solutions to complex problems affecting Department operations; reviews program activities to evaluate the effectiveness and ensure compliance with applicable Federal, State, and local laws and regulations; reviews cases for appropriate procedures, timeliness of actions, and appropriateness of recommendations; consults with legal staff on the implementation of legal actions, complaint issues, and program problems; represents the Department of Child Support Services with the public, community organizations, and other agencies.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Pertinent Federal, State, and local laws, codes and regulations including those governing the establishment, modification, and enforcement of child support orders.
Pertinent Federal and State civil and criminal laws and regulations applicable to the delivery of child support services as well as the practices and procedures of the local courts in child support matters.
Investigative and interviewing methods and techniques.
Sources of information for locating persons.
Principles and practices used in the development of information and evidence for prosecution of child support cases.
Data processing applications for the maintenance of child support program fiscal information and records.
Principles and practices of budget development, preparation, and expenditure control.
Principles of supervision, training, and performance evaluation.
Principles and techniques of management and program administration.

Skill to:

Operate modern office equipment, including computer equipment.
Operate a motor vehicle safely.

Ability to:

Manage, supervise, and coordinate the programs and functions of the Madera County Department of Child Support Services.
Supervise, train, and evaluate staff.
Interpret, apply, and explain the policies, procedures, laws, and regulations pertaining to assigned programs and functions.
Develop and prepare an assigned budget and control expenditures.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Manage automation efforts, including the direction of systems development, maintenance, consistent with operational goals and objectives.
Oversee the preparation and presentation of operation and activities reports.
Prepare clear and concise reports, correspondence, and other written material.
Effectively represent the programs and operations of the Department with the public, community organizations, and other government agencies.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Five years of increasingly responsible experience working with the functions and programs of a public agency, including three years of administrative and management responsibility.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in public administration, psychology, sociology, or a related field.

License or Certificate:

Possession of, or ability to obtain by date of appointment, and appropriate, valid California Driver's License issued by the State Department of Motor Vehicles.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to travel to different sites and locations.

Date: January, 2005.